



theguardian



In partnership with

Care Services Improvement Partnership **CSIP**

Managing New Realities 2007

Integrated delivery of health, social care and housing

Future plural – achieving excellence with the private and third sectors

A two day conference organised by the Guardian and Pavilion

Monday March 5 and Tuesday March 6 2007

Victoria Park Plaza Hotel, Victoria, London

Supported by



social care
institute for excellence



About the event

Managing New Realities was established in 2003 to bring together the worlds of health, social care and housing to discuss the commissioning and provision of integrated and personalised services for adults. The event has quickly developed to become the primary opportunity for the sectors to meet and work together to forge a common, innovative and challenging agenda for service development.

Personalisation and choice continue to be the government's twin mantras. We see this reflected in individual budget pilots in social care, the Expert Patients programme in health and some of the more creative Supporting People schemes in housing. And whatever the political future holds, it is certain there will be a growing plurality of organisations delivering services. Charities, social enterprises and for-profit companies will all have expanding roles to play.

Managing New Realities 2007 will examine what each of these sectors can bring to the table. Most users of services and carers want services that are safe and seamless, responsive and tailored to their needs, irrespective of who delivers them. But what is distinctive about statutory, voluntary and for-profit providers? What else do they contribute to the mix?

Why is the conference different?

Over two days of reflection and debate, we shall have presentations of best practice. We'll hear throughout from users and carers and, in the now well-established Managing New Realities format, use lively round-table discussion groups to pose probing questions. We'll have a special focus on the hot topic of social enterprise, facilitated by the King's Fund, and we'll of course have keynote presentations from senior ministers.

As in 2006, there will be a published post-conference report. Our aim, as ever, will be that participants go back to their own teams fizzing with fresh enthusiasm and new ideas that can have an immediate practical impact.

Who should attend?

Those planning, researching and developing integrated services including:

- directors of social care
- lead members for adult social care
- PCT chief executives
- PCT commissioners
- chief executives in NHS trusts
- senior decision makers from voluntary organisations
- non-executive board members of health organisations
- directors of think-tanks, quangos and policy debaters
- chief executives of service providers
- senior decision makers from housing associations
- directors of housing
- chief executives of strategic health authorities
- senior decision makers from local authorities
- academics

Programme – Monday March 5 2007

9.00am

Registration and exhibition

10.00am

Introduction by conference chair

David Brindle, public services editor, the Guardian

Session One:

What do we want from modern public services?

What do politicians require, what does the public expect, and is that the same? Does reality match expectations?

10.10am

Ministerial keynote address

The Rt Hon Hilary Armstrong MP, cabinet minister for social exclusion

10.50am

The voice of the user of services

A personal perspective from a service-user or carer

10.55am

What do people expect of 21st century public services?

Ben Page, managing director, public affairs, Ipsos MORI

11.30am

Coffee and exhibition

Session Two:

A common agenda?

Housing, social care and healthcare providers discuss the drivers of each sector, map out the common ground and talk frankly about the pressures pulling them in different directions.

11.50am

Cedric Frederick, chief executive, Adepta
Professor Geoff Shepherd, director of partnerships and service development, Cambridgeshire and Peterborough Partnership NHS Trust (invited)

Private sector speaker (to be confirmed)

12.35pm

Facilitated round-table discussion

Is real integration of services a pipedream? What could be done to overcome the obstacles?

1.15pm

Lunch and exhibition

Sponsored by



2.05pm

Skills for Care: turning strategy into practice

How pilot projects are giving meaning to the rhetoric of partnership working.

2.50pm

The voice of the user of services

A personal perspective from a service-user or carer

Session Three:

Social enterprise – cure-all or snake oil?

Politicians seem convinced that social enterprises can go where other organisations cannot reach. But can the approach that has proved so successful in running leisure centres, or kerbside recycling, be applied to care and support services? A session led by the King's Fund.

2.55pm

Adele Blakebrough, chief executive, Community Action Network

Richard Lewis, acting director of policy, King's Fund

Liz Williams, Sefton Carers Centre

3.50pm

Coffee and exhibition

4.15pm

Facilitated round-table discussion

Is too much being expected of social enterprise? What needs to be done to encourage its growth?

5.15pm

Drinks reception

Speaker: Lord Victor Adebowale CBE, chief executive, Turning Point

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Programme – Tuesday March 6 2007

9.30am

Session by Care Services Improvement Partnership

10.15am

The voice of the user of services

A personal perspective from a service-user or carer

Session Four:

What do we bring to the party?

What is distinctive about the contributions of each sector? How can their skills and expertise be harnessed to develop better services?

10.20am

The private sector: taking risks and growing capacity

Stewart Wallace, corporate development director, CareTech Community Services

The voluntary sector: delivering on values and giving voice to users of services

Jo Williams, chief executive, Mencap

The statutory sector: safeguarding and planning for need

Anne Williams, director of community and social services, Salford City Council, and vice-president ADSS (invited)

11.10am

Coffee and exhibition

11.30am

Presentations of good practice

- example of integrated service provision
- example of service provision combining skills

12.10pm

Facilitated round-table discussion

Are users of services and carers content with the increasingly plural nature of service provision? Is there still suspicion of the for-profit sector?

1.15pm

Lunch and exhibition

Sponsored by



2.00pm

Pulling it all together

Niall Dickson, chief executive, King's Fund
Jon Rouse, chief executive, Housing Corporation
Panel to be confirmed

2.45pm

The voice of the user of services

A personal perspective from a service-user or carer

2.50pm

Ministerial keynote address

The Rt Hon Patricia Hewitt MP, secretary of state for health

3.30pm

Conference summary and close

David Brindle, chair

Managing New Realities 2007 - booking form

If you would like to book a place on this event, please complete the form below.

Please complete one form per delegate, using photocopies where necessary, and send to: **Customer Services, Pavilion, Freepost RLUZ-ATEU-RYUZ, Richmond House, Richmond Road, Brighton, BN2 3RL** (No stamp required).
Tel: 0870 890 1080 (UK) +44 1273 623222 (Non UK); Fax: 0870 890 1081 (UK) +44 1273 625526 (Non UK); Email: info@pavpub.com

Call today to make a credit card booking or book online at www.pavpub.com

Please book me a place on the conference:

Title _____ Forename _____ Surname _____

Position _____ Dept _____ Organisation _____

Organisation Address _____

Postcode _____

Telephone _____ Fax _____ Email _____

(Please print clearly)

I am a wheelchair user I require vegetarian meals Other requirements (Please state below)

Conference delegate fee

For profit sector delegate rate: £595 + VAT (£104.12) Total £699.12

Statutory sector delegate rate: £495 + VAT (£86.63) Total £581.63

Voluntary sector delegate rate: £350 + VAT (£61.25) Total £411.25

Payment details (Please choose 1 of the following 4 payment methods)

1. Payment by Credit Card

Please debit my credit/debit card number:

Valid from: Expires:

Issue no (Switch): Security code

Barclaycard Mastercard Switch/Solo

Electron Visa Delta

Cardholder's name _____

Signature _____

2. Payment by cheque

I enclose a cheque made payable to Pavilion Publishing (Brighton) Ltd

3. Payment by bankers transfer

Account: **Pavilion Publishing (Brighton) Ltd**

Account No: **41299964**

Sort Code: **40-25-06**

Bank: **HSBC Bank Plc**

Quoting: **01000 OWN**

Note: Please also send a copy of this form to Pavilion at the above address

4. Please invoice

I enclose a purchase order form from my employer. If payment is not received with this booking form an administration fee of £10.00 + VAT will be charged.
Please send invoice to the address below:

Title _____ Forename _____

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Dept _____

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Purchase order no _____ Date _____

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Booking details: Managing New Realities **Date:** March 5 and 6 2007 **Venue:** Victoria Plaza Park Hotel, London

Conference fees: The fee includes lunch, refreshments and conference materials. Please note that accommodation is not included. Please call Pavilion's customer services team for a list of suggested hotels on 0870 890 1080.

Free places: A limited number of free places are available for service users and carers (subject to availability). Please apply in writing with your booking form.

Terms and conditions: **1. Payment:** 30 days either from date of invoice or before the conference (whichever is sooner). Please make cheques payable to Pavilion Publishing (Brighton) Ltd. Payment must be received before the conference. *Please note that a £10 (excluding VAT) administration charge will be added to all invoiced bookings. **2. Cancellations:** All cancellations must be received in writing and will be subject to a charge. If we receive the cancellation before February 5 2007 a £50 (excluding VAT) charge will be made. If we receive the cancellation after this date the full fee must be paid. We are happy to accept a substitute delegate if the original delegate is unable to attend. **3.** When booking, please wait for written confirmation from Pavilion before arranging travel.

Authorised signature _____

This form is invalid without an authorised signature

Date _____

Data Protection Act: We may wish to make your details available to other selected organisations working in the health and social care field. Please tick this box if you do not wish us to do this.

What have past attendees said about Managing New Realities?

“Excellent. An informed and joined up discussion which understands the issues affecting adult social care and the necessity of users, carers and the wider community who are engaged in improving service delivery.”

Duncan Tree, national development manager, CSV

“Managing New Realities explores what collaboration across the care sector means for the service user, and those involved in delivery and commissioning. It’s a great opportunity to listen to the voices that are shaping the future of adult care in the UK.”

Peter O’Hara, CEO, OLM Group

Conference booking line:

Contact Customer Services: Tel: 0870 890 1080 (UK) +44 1273 623222 (Non UK)

Email: info@pavpub.com

Book online: societyguardian.co.uk/managingnewrealities

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